

# TRAINING MANUAL

## “PS AUSTRALIAN STAR” Echuca, Victoria, Australia



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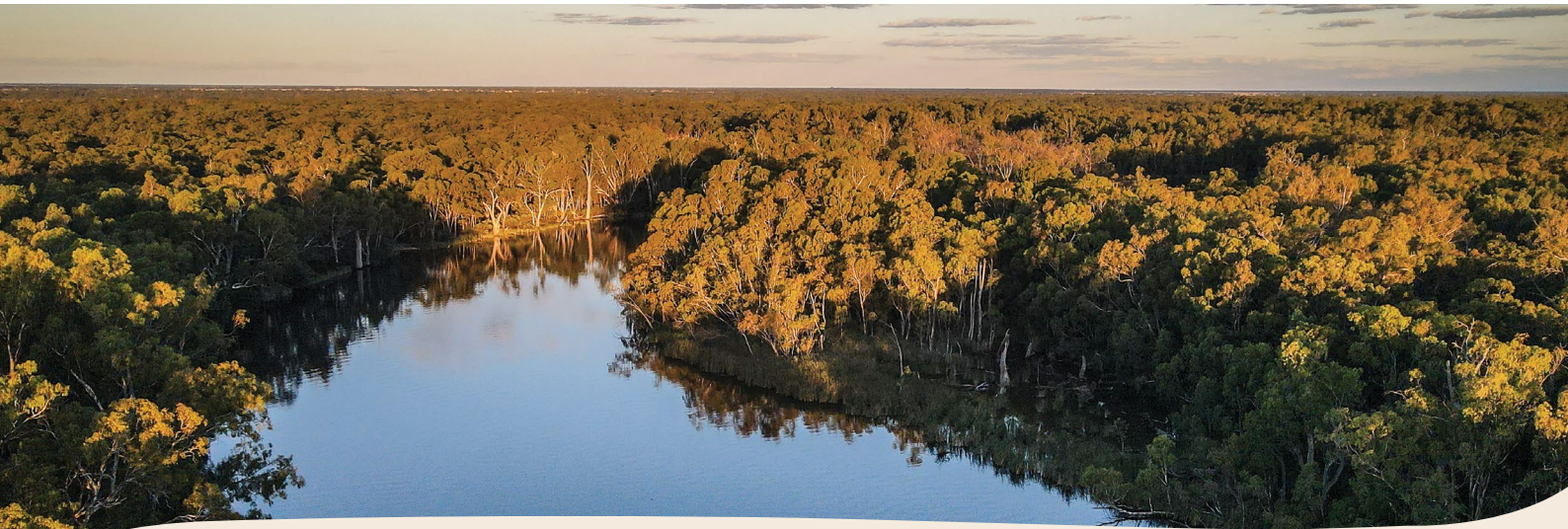
Please enjoy learning about Murray River Paddlesteamers.  
The ultimate in River Cruising Luxury - an unforgettable experience!  
- THE TEAM AT MURRAY RIVER PADDLETEAMERS.

## GLOSSARY

PAGE 3	Where is Murray River Paddlesteamers located?
PAGE 4	Our Boat, PS Australian Star
PAGE 5	Our Itinerare
PAGE 6	What is included in the fare price?
PAGE 7	Deck Diagrams
PAGE 8	Queen Stateroom
PAGE 9	Queen Suite
PAGE 10	King Suite
PAGE 11	Randell Dining Room
Page 12	Groups & Charters
PAGE 13	Hopwood Lounge and Bar
PAGE 14	Important Information
PAGE 15	Mobility around the Vessel, On-Shore Tours and First Aid
PAGE 16	Helpful Resources



## WHERE IS THE MURRAY RIVER LOCATED?



- Murray River Paddlesteamers is located north of Melbourne. By car from the central business district 2.5 hours and Melbourne Airport 2.0 hours. By train from Melbourne central business district's Southern Cross Station, takes 3.0 hrs.
- Echuca is a historical Australian township in Northern Victoria and lies on the Murray River facing its sister city, the township of Moama, located in New South Wales.
- Echuca is known as Australia's paddle steamer capital with stunning natural Australian bush scenery and native animals both onshore and on the river to tantalise the nature lover.
- Experience stunning weather year-round, with something special to offer in every season. In summer, enjoy beautiful warm days and balmy evenings. In winter, snuggle up with our cozy campfire blankets and wake up to the mesmerising sight of mist lifting from the river. Each season provides unique experiences for your clients, accompanied by a captivating narrative that unfolds with every bend of the river during cruise time.



## OUR VESSEL, PS AUSTRALIAN STAR

We are proud to provide an authentic experience aboard our luxury 5-star paddlesteamer, PS Australian Star.....the first 5-star river boat in the Southern Hemisphere, debuting June 2025.

- PS Australian Star is 35 metres long and 8 metres wide which spans over 3 decks providing an internal lift along with stairs - page 7 provides a diagram of each deck:

### **Main Deck**

- Engineers open viewing wood fired steam engine and the Randell Dining Room. Houses staff quarters.

### **Deck 1**

- The Hopwood Lounge and Bar, 8 Queen Staterooms, 1 accessible stateroom and 1 Queen Suite.

### **Deck 2**

- 9 Queen Staterooms and 1 King Suite

- Your guests will embark on a journey into a new era of river cruising with the PS Australian Star-a vessel that not only bears a name steeped in heritage and pride, but also represents the pinnacle of luxury on the iconic, Murray River - the third longest navigable river in the world after the Nile and Amazon Rivers
- On debut, PS Australian Star will be the only accommodated wood-powered paddle steamer in the world, an experience like no other and a true bucketlist!



# OUR ITINERARIES



## WE OFFER 3 ITINERARIES ONBOARD PS AUSTRALIAN STAR:

### 3 NIGHT 'DISCOVERY CRUISE'

**Cruise departs** every Friday from Echuca Wharf at 4.00pm

**Cruise disembarks** the following Monday to Torrumbarry Weir at 9.30am (a coach is provided for transfer back to Echuca)

### 4 NIGHT 'EXPLORER CRUISE'

**Cruise departs** every Monday from Torrumbarry Weir at 4.00pm (a coach is provided for transfer to Torrumbarry)

**Cruise disembarks** on the Friday at 9.30am Echuca Wharf

### 7 NIGHT 'ALL THE RIVERS RUN CRUISE'

**Cruise departs** every Monday from Torrumbarry Weir at 4pm (a coach is provided for transfer to Torrumbarry)

**Cruise disembarks** the following Monday at 9.30am Echuca Wharf

**For further information on itineraries, please click on the link below to our brochure:**

**[https://issuu.com/psemmylou/docs/australia\\_star\\_full\\_brochure\\_-\\_2025-26?fr=xKAE9\\_zU1NQ](https://issuu.com/psemmylou/docs/australia_star_full_brochure_-_2025-26?fr=xKAE9_zU1NQ)**

Deposit required of \$400 per person  
Full Payment required 90 days prior to departure  
SOLO FARE 75%

For full terms and conditions, please visit our website at:

**<https://www.murrayriverpaddlesteamers.com.au/terms-conditions-privacy>**

## WHAT IS INCLUDED IN THE FARE PRICE?

Queen/Twin Share Stateroom, Queen Suite or King Suite accommodation all with their own individual key access.

### Room Amenities:

- 2 Bottles of water on day of departure (thereafter this is provided free of charge from our restaurant or bar)
- Torch
- Insect Repellent
- Tissues
- Soap, Shampoo and Conditioner

Our King Suite is provided with a fully stocked mini bar which is replenished daily

Return Transfers from our partner hotel, train station or car parking facility to the vessel on day of departure and return

All regionally inspired meals - Breakfast, Lunch and Dinner - Breakfast and lunch are buffet style with dinner being A-la-carte.

Selected wine and beer provided during dinner service only. Beverages are available for purchase throughout the journey with stateroom chargeback provided

Morning and Afternoon Tea

Complimentary Barista Coffee, Fine Teas, soft drink and water

24 hour cookies/fruit, tea and coffee located in Hopwood Lounge and Bar

Premium on-shore Guided Tours

Complimentary WI-FI throughout the vessel and in Staterooms and Suites

All onboard gratuities

## WHAT IS NOT INCLUDED IN THE FARE PRICE?

– NOT A WHOLE LOT AS WE ARE 'ALL-INCLUSIVE!'

Alcoholic beverages outside of dinner service - chargeback facility provided

In room fridges (for the exception of the King Suite)

Souvenirs purchased onboard

Any souvenirs purchased during on-shore tours and excursions

Parking - Echuca township is 3 hours maximum parking, therefore, we provide our own secure local carparking location at a low cost of \$25 per day per vehicle for your clients convenience



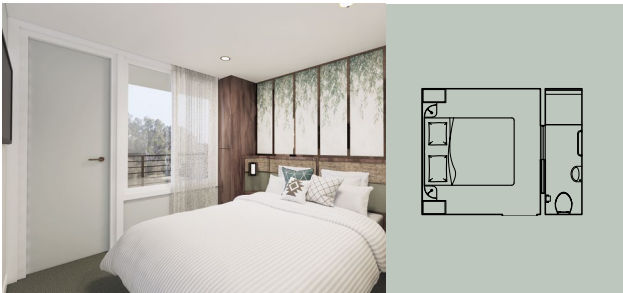
# OUR SUITES



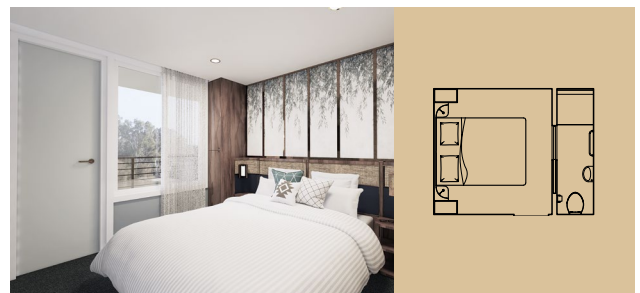
**KING SUITE 18.6 M<sup>2</sup>** | With private deck



**QUEEN SUITE 14.3 M<sup>2</sup>** | With private deck

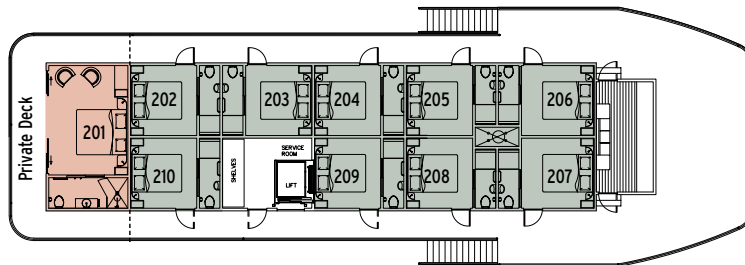


**QUEEN STATEROOM 10.2 M<sup>2</sup>**

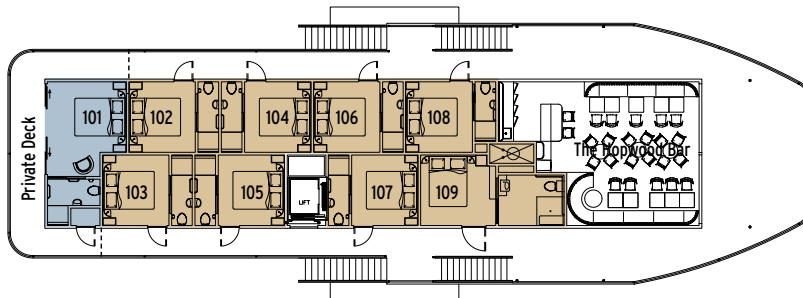


**QUEEN STATEROOM 10.2 M<sup>2</sup>**

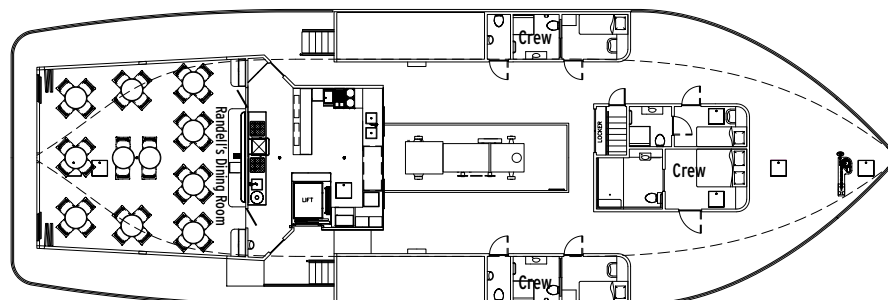
**Deck 2**



**Deck 1**



**Main Deck**



# QUEEN STATEROOM



## WE HAVE 17 QUEEN STATEROOMS LOCATED ON DECK 1 AND DECK 2

All Staterooms can be configured into twin bedding

Room sizing - 10.2m square

Private ensuite with walk in shower, rain head, vanity, toilet, soap/shampoo/conditioner

Luxury bed linen

All rooms open onto the deck and provide a picturesque window

Two 240 volt power points are provided in the stateroom along with one in the ensuite

A USB outlet is provided at each bedside

There is no room service, however, 24 hour snacks available in the Hopwood Lounge

Room refreshing:-

**3 & 4 Night itineraries** - Pull up bed service each day with new pillowslip - no change of towels unless requested

**7 Night itinerary** - Full Clean and change of bed linen and towels on day 5

Individually controlled airconditioning / heating

WIFI available in the Stateroom

Entertainment system



Queen Stateroom - twin share configuration



Queen Stateroom (overhead)



## QUEEN SUITE



### WE HAVE ONE QUEEN SUITE LOCATED AT THE REAR OF DECK 1

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Room sizing - 14.3m square with PRIVATE DECK

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Maximum 2 guests - bedding cannot be configured to twin share

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Private ensuite with walk in shower, rain head, vanity and toilet, soap/shampoo/conditioner

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Luxury bed linen

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Room opens onto private gated deck

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Three 240 volt power points are provided in the stateroom along with one in the ensuite

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A USB outlet is provided at each bedside

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There is no room service, however, 24 hour snacks available in the Hopwood Lounge

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Room refreshing:-

**3 & 4 Night itineraries** - Pull up bed service each day with new pillowslip - no change of towels unless requested

**7 Night itinerary** - Full Clean and change of bed linen and towels on day 5

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Individually controlled airconditioning / heating

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WIFI available in the Stateroom

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Entertainment system

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## KING SUITE

### WE HAVE ONE KING SUITE LOCATED AT THE REAR OF DECK 2

Room sizing - 16.6 m square with PRIVATE DECK

Maximum 2 guests - bedding cannot be configured to twin share

Private ensuite with walk in shower, rain head, vanity and toilet, soap/shampoo/conditioner

Luxury bed linen

Room opens onto private gated deck.

Three 240 volt power points are provided in the stateroom along with one in the ensuite

Fully stocked mini bar replenished daily

A USB outlet is provided at each bedside

There is no room service, however, 24 hour snacks available in the Hopwood Lounge

Room refreshing:-

**3 & 4 Night itineraries** - Pull up bed service each day with new pillowslip - no change of towels unless requested

**7 Night itinerary** - Full Clean and change of bed linen and towels on day 5

Individually controlled airconditioning / heating

WIFI available in the Stateroom

Entertainment system

King Suite (Overhead)



## RANDELL DINING ROOM

**ELEGANT VENUE SERVING  
BREAKFAST, LUNCH AND  
DINNER WITH FRENCH DOORS,  
PICTURESQUE WINDOWS AND  
ALFRESCO DINING**

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Morning and Afternoon tea

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Airconditioned / Heated venue

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All cuisine is sourced locally where available

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All cuisine is cooked fresh onboard

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Provide vegetarian and gluten free options  
(please advise prior to departure date)

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Halal/Kosher - unfortunately we cannot offer  
this option

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Alfresco dining when weather permitting

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Full table service

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**Breakfast** - Continental and/or Full Breakfast  
options

Open 7.30am to 9.30am

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**Lunch** - buffet style & a-laCarte

Open 12.00noon to 2.00pm (can vary depending  
on onshore tours)

Fully stocked bar service

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**Dinner** - 4 Course a-la-carte including beer and  
wine during dinner service

Open 7.00pm to 9.00pm

Fully stocked bar for spirits/apertifs,  
optional extra with charge back available

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Located on the Main Deck

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Randell Dining Room comes alive in the evening  
as the sun sets to a candle-lit restaurant

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Tables of either single, couples or a group -  
free seat dining

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## GROUPS AND CHARTER

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### Groups T's & C's

<https://www.murrayriverpaddlesteamers.com.au/wp-content/uploads/2024/05/General-Groups-TCs-Summary-.pdf>

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### Charter T's & C's

<https://www.murrayriverpaddlesteamers.com.au/wp-content/uploads/2024/04/Whole-Boat-Charter-TCs-Summary-.pdf>

**WE WELCOME GROUPS AND  
CHARTERS FOR ENQUIRIES,  
PLEASE CONTACT:**

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### Sales, Trade and Marketing Contact:

Natalie Freeman  
E: [natalie.freeman@mrps.com.au](mailto:natalie.freeman@mrps.com.au)  
M: +61 407 536 971

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## HOPWOOD LOUNGE & BAR

**AN ELEGANT “CLUB” FEEL  
LOUNGE OFFERING AN INVITING  
SPACE WITH COZY SEATING**

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Located on Deck 1

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Open 12noon to late

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Full Length Picturesque windows opening on to a large balcony with outdoor recliners

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Full bar offering beer, wine, spirits, apertifs and cocktails

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24hr snacks available, cookies, fruit included

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Self service coffee station

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## IMPORTANT INFORMATION

Our demographic is age 50+

No children Under 18....no kids, no crowds,  
no castles!

No alcohol is to be bought onboard

Onboard charge back facilities provided for  
refreshments and souvenirs

All staterooms are maximum 2 guests. We don't  
offer, triple or quad accommodation

Included V-Line (country train) from Melbourne  
CBD's Southern Cross Station to Echuca and return  
per guest (there is no refund on this option if self  
driving)

Included coach transfer day of departure or return  
to either Echuca hotel, Echuca train station or our  
carpark facility

We provide a secure car parking facility at  
\$25 per day, per vehicle which can be added to the  
booking

240 volt power outlets in staterooms and suites

Complimentary Barista Coffee and teas provided  
free of charge throughout the journey

Premium Onshore guided tours included

Day 1 welcome onboard complimentary 'happy hour'  
of alcoholic and non alcoholic beverages by our  
Front of House, Captain, Engineer and Chef

All onboard Gratuities included

If your client would like to book a private space  
onboard for a meeting/presentation,  
please contact our office on:

**E: [info@mrps.com.au](mailto:info@mrps.com.au)**

**T: +61 3 5482 5244**

We also offer day trips on PS Canberra and Murray  
Explorer which is a wonderful add on to a pre or post  
stay in Echuca. For further information:

**<https://www.murrayriverpaddlesteamers.com.au/daily-cruise-prices-murray-river-paddlesteamers>**



## MOBILITY AROUND THE VESSEL, ON-SHORE TOURS AND FIRST AID

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We provide an internal lift for access to Deck 1 Staterooms, Queen Suite, Hopwood Lounge and Bar and Deck 2 Staterooms and King Suite

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Our Staff are fully trained in First Aid

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Our Queen Suite and Staterooms (King Suite excluded) do not have an in-room fridge.

We do, however, provide a fridge for any medications in our onboard front office. Please ask your clients to make contact with our Guest Relations Manager on day of departure

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A defibrillator is onboard all itineraries

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Our Luxury Coach lowers at entry for ease of getting on and off

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Due to manouverability around the vessel, on-shore tours and natural bush terrain, we do not accept guests in wheelchairs

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Walking frames/walking sticks have accessibility around the vessel and on-shore

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All on-shore tours include a walking distance up to 300m, therefore this distance is required for enjoyment and participation

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On occasion at a wharf or jetty, there may be a few steps required. Our staff are helpful in assistance in these situations



## MELPFUL RESOURCES

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### Website:

<https://www.murrayriverpaddlesteamers.com.au/>

Here you will also find some great training blogs and videos by influencers. Also, for any quick questions, we have a live website chat for any questions or queries you may have.

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### Agent Resource Centre:

<https://www.murrayriverpaddlesteamers.com.au/resources/>

Here you will find social media tiles via our dropbox, our logo, fonts, colour palette, digital brochures, 3, 5 and 7 night itinerary flyers and more.....

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### Agent Booking Portal - Book Direct:

<https://forms.gle/aGgt7LSkXVFuv9US8>

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### PS Australian Star - Digital brochure:

[https://issuu.com/psemmylou/docs/australia\\_star\\_full\\_brochure\\_-\\_2025-26?fr=xKAE9\\_zU1NQ](https://issuu.com/psemmylou/docs/australia_star_full_brochure_-_2025-26?fr=xKAE9_zU1NQ)

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### Groups and Charters:

<https://www.murrayriverpaddlesteamers.com.au/wp-content/uploads/2024/05/General-Groups-TCs-Summary-.pdf>

<https://www.murrayriverpaddlesteamers.com.au/wp-content/uploads/2024/04/Whole-Boat-Charter-TCs-Summary-.pdf>

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### Our office:

#### Murray River Paddlesteamers

57 Murray Esplanade, Echuca, Victoria, 3564  
Australia

#### Reservations:

E: [info@mrps.com.au](mailto:info@mrps.com.au)

T: +61 3 5482 5244

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Natalie Freeman

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